

Customer Service Report for Helix



For the period: Saturday, September 01, 2007 12:00:00 AM to Sunday, September 30, 2007 11:59:59 PM

Snapshot Date: 10/1/2007 6:12:07 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	Helix	Web	Other	DCS	Helix	Other	DCS	Helix	Other	To Close
Accounts											
Access/Login	3	0	0	0	0	0	0	0	0	3	5
Deactivate/Close	0	0	0	10	0	0	0	10	0	0	2
Password Reset	4	0	0	15	0	0	0	16	0	3	5
Register/Open	0	0	0	15	0	0	0	15	0	0	8
Web Sponsor	1	0	0	0	0	0	0	1	0	0	10
CIT Categories											
General Info	0	0	0	1	0	0	0	0	0	1	0
Email											
Eudora	1	0	0	0	0	0	0	1	0	0	30
Helix Pine Mail	2	0	0	2	0	0	0	0	0	4	3
Helix Squirrel Mail	1	0	0	0	0	0	1	0	0	0	0
MS Outlook	1	0	0	0	0	0	0	1	0	0	5
Helix Support											
Apps/FTP/Anon FTP	3	0	0	0	0	0	0	1	0	2	12
Apps/Matlab/Mathemat ica	4	0	0	0	0	0	2	0	0	2	2
Apps/Other	3	0	0	0	0	0	0	1	0	2	3
Info/Biowulf	2	0	0	0	0	0	1	1	0	0	2
Info/General	5	0	0	0	0	0	0	3	0	2	5
Quota/Restore	1	0	0	0	0	0	0	0	0	1	5
Sequence Analysis/GCG	2	0	0	0	0	0	0	2	0	0	16
Grand Total:	33	0	0	43	0	0	4	52	0	20	6

Total Tickets Closed: 72

Total Tickets Assigned/Pending/Checked Out: 4

Total Tickets Created: 76